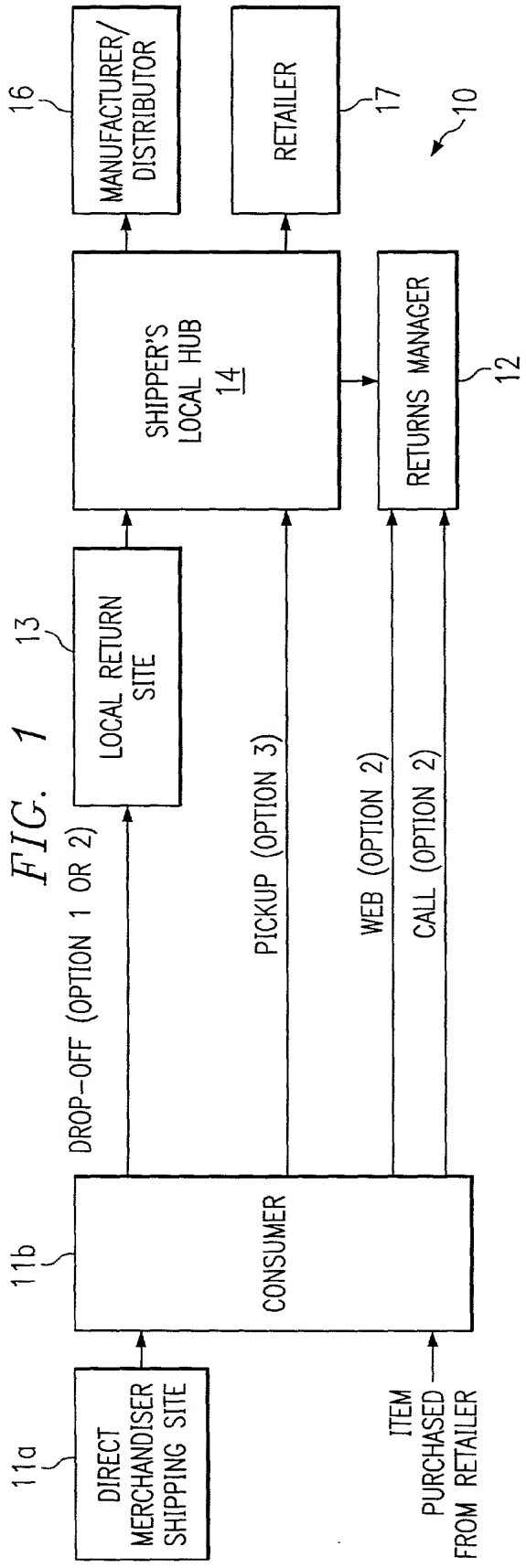
11a
DIRECT MERCHANDISER SHIPPING SITE
11b
CONSUMER
ITEM PURCHASED FROM RETAILER
DROP-OFF (OPTION 1 OR 2)
PICKUP (OPTION 3)
WEB (OPTION 2)
CALL (OPTION 2)
13
LOCAL RETURN SITE
SHIPPER'S LOCAL HUB
14
RETURNS MANAGER
12
16
MANUFACTURER/ DISTRIBUTOR
RETAILER
17
10

FIG. 1

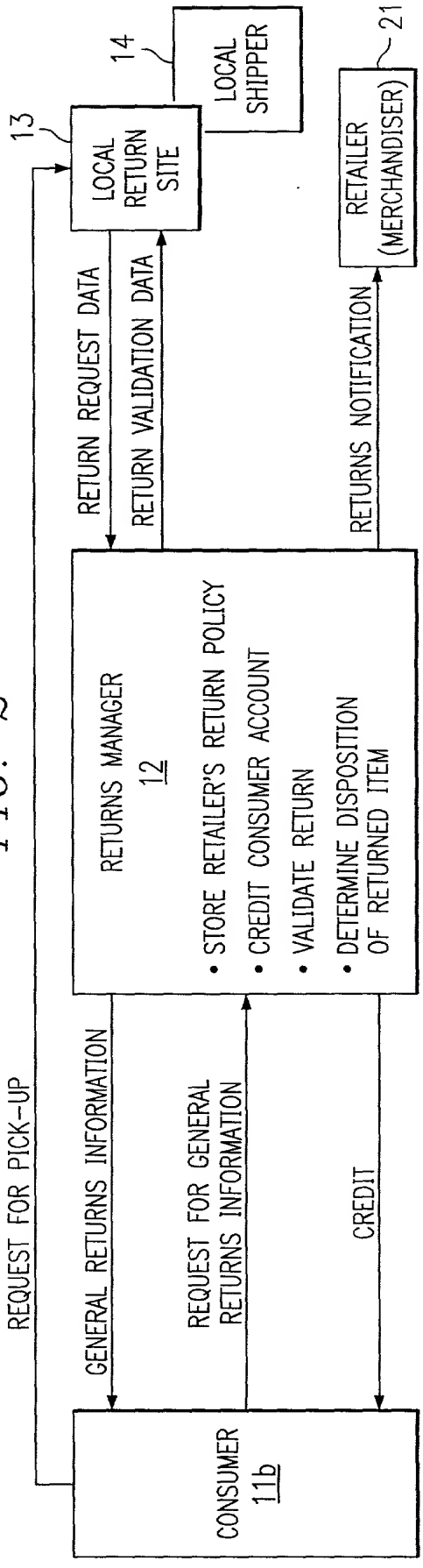
CONSUMER
11b
REQUEST FOR PICK-UP
GENERAL RETURNS INFORMATION
REQUEST FOR GENERAL RETURNS INFORMATION
CREDIT
RETURNS MANAGER
12
• STORE RETAILER'S RETURN POLICY
• CREDIT CONSUMER ACCOUNT
• VALIDATE RETURN
• DETERMINE DISPOSITION OF RETURNED ITEM
RETURN REQUEST DATA
RETURN VALIDATION DATA
13
LOCAL RETURN SITE
14
LOCAL SHIPPER
RETURNS NOTIFICATION
RETAILER (MERCHANDISER)
21

FIG. 2